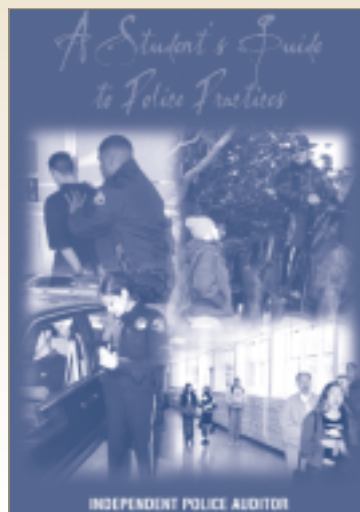


## COMMUNITY RELATIONS

THE INDEPENDENT POLICE  
AUDITOR CONTINUES TO FOSTER  
A STRONG PARTNERSHIP WITH  
SCHOOLS, NONPROFIT ORGANIZA-  
TIONS, AND AGENCIES THAT SERVE  
YOUTH AND PARENTS BY  
CONDUCTING EDUCATIONAL  
PRESENTATIONS FOR YOUTH  
AND PARENTS.



# Chapter Five

### I. Out in the Community:

San José's Independent Police Auditor (IPA) model of police oversight continues to be recognized as a role model in the field of police oversight. Cities across the country continue to invite the Police Auditor to speak to their communities about San José's IPA model and to provide guidance and assistance in developing their own programs. The national recognition San José's Independent Police Auditor has received is attributed to the success in providing an alternative forum for citizens to file complaints, the quality in which citizen complaint investigations are monitored and audited, and its continuous efforts in community awareness and involvement.

Community trust is essential for the Independent Police Auditor. California law precludes the IPA from publicly disclosing the contents of a citizen complaint investigation, as they entail confidential personnel information. Therefore, residents, business owners, visitors, elected officials and anyone else that requests information about specific cases has to trust and have faith in this office. How does the IPA maintain community trust? — By actively engaging the community and doing the following:

- Having a strong, representative, and active advisory committee.
- Actively serving on community organizations;
- Staying up to date with current events, laws, and legislation;
- Researching and offering solutions along with recommendations;
- Networking with national organizations; and
- Mentoring and advising cities nationwide.



IPA Staff conducting community outreach.

2002 was not only a busy year for the IPA office but a challenging one as well, because the Community and Public Relations position remained vacant for nine months. Nonetheless, the office is pleased that services continued to be provided to our community and that all requests for community presentations and community events were successfully met.

### II. Independent Police Auditor Advisory Committee:

The Independent Police Auditor Advisory Committee (IPAAC) was established in 1999 with the purpose of identifying, mobilizing and coordinating resources to assure maximum public,

## CHAPTER FIVE | COMMUNITY RELATIONS

private, agency and individual commitment to provide expanded police oversight. The advisory committee is culturally comprised of 23 members. They are community leaders, grassroots organizers, and professionals that represent the Vietnamese, Mexican/Latino, African American, Filipino, Asian American, Islamic, Sikh, Gay/Lesbian, business, nonprofit and legal community. They are additional “eyes and ears” for the IPA in the community.

The group meets twice a year to discuss the concerns voiced in their communities, to explore possible opportunities for addressing the issues and methods of informing the public, and to brainstorm possible solutions. Such concerns and solutions are then reflected in the annual recommendations.

### III. 2002 Spotlight: Youth Guide

The Independent Police Auditor continues to foster a strong partnership with schools, nonprofit organizations, and agencies that serve youth and parents by conducting educational presentations for youth and parents. Each youth presentation addresses the following information.

- Educates youth about police practices, procedures, and their civil rights;
- Creates awareness of the various ways to file a complaint; and
- Provides youth with suggested behavior when interacting with police officers to prevent conflict between them and the police officers.

2002 marked the beginning of a new approach in reaching and connecting with youth. The Office of the Independent Police Auditor believes that youth education needed to go beyond conducting

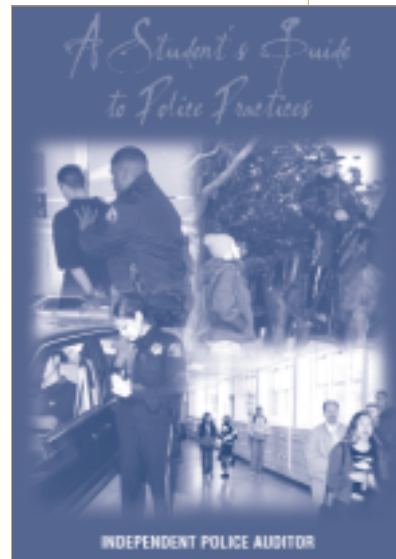


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presentations. Consequently, the IPA published the first youth guidebook titled, “A Student’s Guide to Police Practices.” The goal of the youth guide is to provide information about interacting with police officers and to help them make smart decisions. It contains fundamental information every youth and parent needs to know about police practices.

The guide has been requested by local and national organizations; moreover, youth intervention programs such as Striving Towards Achievement with new Direction (S.T.A.N.D.), Positive Action to School Suspension (P.A.S.S.) and Clean Slate have incorporated the guide in their curriculums. The IPA is pleased with the success of the “*A Student’s Guide to Police Practices*” and looks forward to working to increase awareness amongst our youth about their rights and their responsibilities. These youth guides will be translated into Spanish and Vietnamese and will serve as an excellent tool to reach Spanish and Vietnamese speaking youth and families.

## IV. IPA in the Local Community

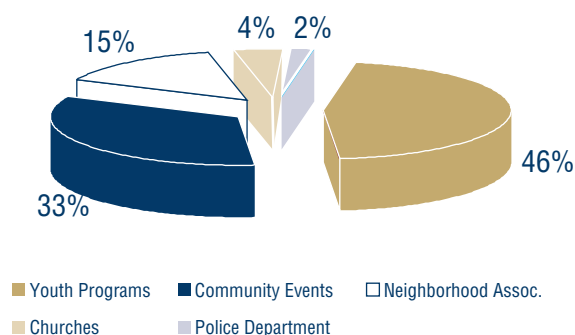
In 2002 the IPA attended the “Forum with our State Legislators” event, sponsored by the Silicon Valley Council of Nonprofits. After speaking at the “Mosque Open House: Meet your Muslim neighbors,” the South Bay Islamic Association asked the IPA to conduct a second presentation at their Annual “Family Night” event. Other requests included the Santa Clara Resources for Families and Communities’ (RFC) 4th Annual Multicultural Conference and the California Association of Administration of Justice Educators.

The IPA believes that staying up to date with current events and legislation is of essence in communicating accurate information to all stakeholders. This past year the IPA attended a hearing presented by the Commission on Police

Accountability, a new Commission appointed by Herb J. Wesson, Jr., Speaker of the Assembly.

In 2002 the IPA office reached approximately 3,800 people by participating in 48 community events citywide.

### 2002 PRESENTATIONS



## V. Referral Sites

Accessibility to the services provided by the IPA office is a priority. In 1999 the IPA established partnerships with community centers, city programs, and public and private agencies establishing referral sites with the goal of increasing the visibility and accessibility of the IPA. Referral sites serve as information centers located citywide with at least one in every council district. There are currently 36 referral sites citywide. Due to a nine month vacancy of the Community Outreach position, limited contact was made with the referral sites in 2002.

Preferred sites are locations commonly visited by the public such as neighborhood centers. Once a referral site has been identified the IPA conducts an orientation on the services and functions of the IPA office. Each site receives literature about the office, the citizen complaint process, a hand out on “Commonly Asked Questions,” brochures, newsletters, and referral numbers for social and legal services. Brochures are made available in six different languages.



### VI. Beyond Recommendations:

The IPA conducts presentations to all police recruits as part of their police academy curriculum and required studies. The presentations explain the history, purpose and functions of the IPA, and addresses misunderstandings or misconceptions officers may have. Each presentation includes a lesson on the importance of providing quality customer service and how police officers can prevent conduct that may result in complaints.

In 2002, the IPA took the initiative to research and attain professional training on mediation, conciliation, and conflict resolution in an effort to provide options to the San José Police Department (SJPd). This derived from a prior recommendation made by the IPA geared to improving the level and quality of services provided by the SJPd. In 2003, the IPA will be conducting training in communication and interpersonal skills for SJPd officers using mediation, conciliation, and conflict resolution principals.

### VII. A National Role Model:

The Office of the Independent Police Auditor continues to be an active member of the National Association for Civilian Oversight of Law Enforcement (NACOLE). NACOLE is a national organization that provides continuing education for practitioners of civilian oversight. The Independent Police Auditor serves as member of the board of directors.

NACOLE's Annual Conference is an opportunity for the oversight community nationwide to come together and discuss the most critical issues in police accountability. The theme of the 2002 conference was, "The Value of Civilian Oversight: Dollars and Sense." San José's IPA presented a successful panel discussion titled, "Building Your Public, Media, and Political Base."



IPA Panel presentation at 2002 National Association of Civilian Oversight of Law Enforcement (NACOLE) conference.

Left to right: Merylee Shelton, Bryan Monroe, Victor Garza, Vice Mayor Pat Dando, Teresa Guerrero-Daley



Northern Ireland's Police Ombudsman, Nuala O'Loan pictured with members of the IPA Panel.

The IPA moderated the discussion with speakers from the San José community, including Vice-Mayor Pat Dando, Vice-President for the San José Mercury News, Bryan Monroe, and IPAAC members Merylee Shelton and Victor Garza. The speakers represented the three key disciplines that are vital to the survival of every civilian oversight agency. They shared their perspectives as to how their participation played a critical role in making the City's Office of the Independent Police Auditor successful and effective without alienating the police or the community.



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IPA presentation to the City of Fresno Study Committee to implement a police auditor's office.

In 2002 the IPA had the pleasure of mentoring the Cities of Fresno and Santa Cruz. Each city that inquires about the office receives a packet of information that includes, complete information on the office's history, structure and functions, office publications, copies of the City's Charter and Ordinance, and an invitation to meet with the IPA.

The Fresno Police Department, the Mayor's Office, the City Attorney's office, and the Fresno Police Officer's Association met to review the

concept of civilian oversight and asked the IPA to discuss how San José's model was conceived, how it has evolved, the relationship with the San José Police Department's Internal Affairs, and community outreach programs. A similar presentation was made at the request of the Citizen's Police Review Board of the City of Santa Cruz.

The IPA recognizes and embraces the expectations set by the community and is committed to serving the residents of San José with the highest regard for professionalism, courtesy, and sensitivity.